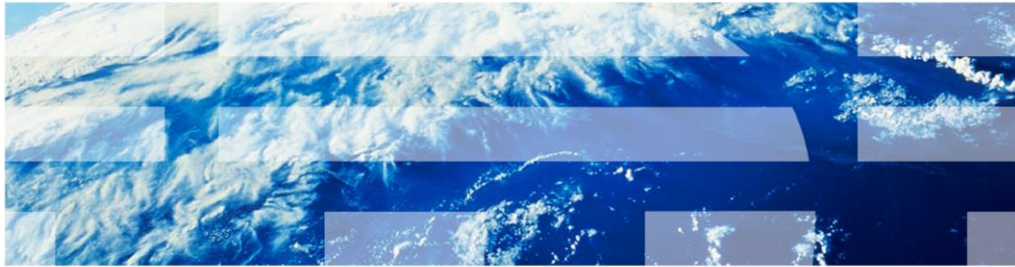# Tivoli Business Service Manager V4.2

Installing the agent support on Windows

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Welcome to the IBM Education Assistant module for Tivoli® Business Service Manager version 4.2. In this training module, you learn how to install the IBM Tivoli Business Service Manager Common Agent support on Windows®.
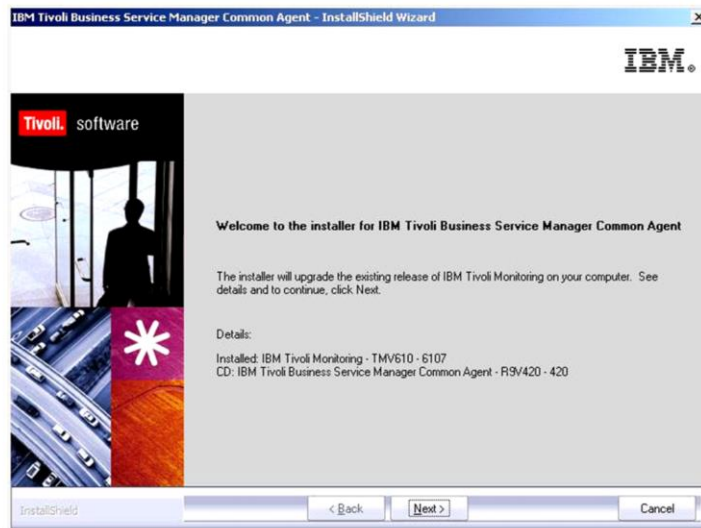
Introduction

IBM Tivoli Business Service Manager Common Agent

- Is an IBM Tivoli Monitoring distributed agent
- Uses IBM Tivoli Monitoring to monitor the status of Tivoli Business Service Manager
- Uses the data warehouse feature of IBM Tivoli Monitoring to record historical Tivoli Business Service Manager data
- Uses historical data for reporting events that affect the status within Tivoli Business Service Manager

The Tivoli Business Service Manager agent is an IBM Tivoli Monitoring distributed agent. It is part of the IBM Tivoli Monitoring network or system in your environment. The Tivoli Business Service Manager agent uses IBM Tivoli Monitoring to monitor the status of Tivoli Business Service Manager. It also uses the data warehouse feature of IBM Tivoli Monitoring to record historical Tivoli Business Service Manager data. This data is available for historical reporting about events that affect the status and status changes that occur within Tivoli Business Service Manager.

Installing the agent support on Windows

Run **<CDimage>\windows\ITM_Agent\WINDOWS\setup.exe**

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

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Welcome to the installer for IBM Tivoli Business Service Manager Common Agent

The installer will upgrade the existing release of IBM Tivoli Monitoring on your computer. See details and to continue, click Next.

Details:

Installed: IBM Tivoli Monitoring - TMV610 - 6107
CD: IBM Tivoli Business Service Manager Common Agent - R9V420 - 420

InstallShield   < Back   Next >   Cancel
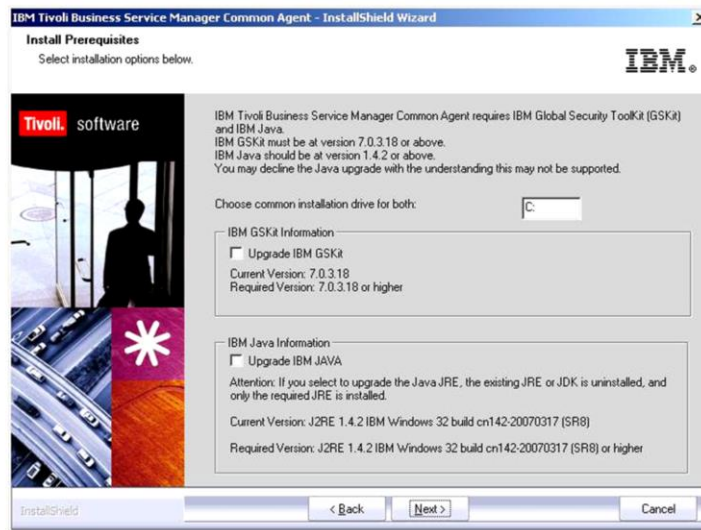
3   Installing the agent support on Windows   © 2010 IBM Corporation

You must install the agent support features on the IBM Tivoli Monitoring servers. Only then do the servers recognize the Tivoli Business Service Manager agent.

Run the same installation image that you used to install the Tivoli Business Service Manager agent. Install the agent on Windows using the same setup as on the IBM Tivoli Monitoring server. Click **Next**.
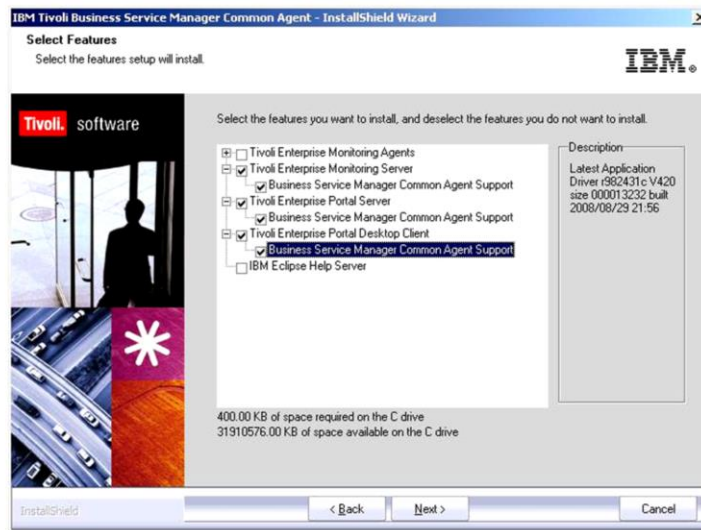
Installing prerequisites

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

Install Prerequisites
Select installation options below.

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IBM Tivoli Business Service Manager Common Agent requires IBM Global Security ToolKit (GSKit) and IBM Java.
IBM GSKit must be at version 7.0.3.18 or above.
IBM Java should be at version 1.4.2 or above.
You may decline the Java upgrade with the understanding this may not be supported.

Choose common installation drive for both: [C:]

IBM GSKit Information
☐ Upgrade IBM GSKit
Current Version: 7.0.3.18
Required Version: 7.0.3.18 or higher

IBM Java Information
☐ Upgrade IBM JAVA
Attention: If you select to upgrade the Java JRE, the existing JRE or JDK is uninstalled, and only the required JRE is installed.

Current Version: J2RE 1.4.2 IBM Windows 32 build cn142-20070317 (SR8)

Required Version: J2RE 1.4.2 IBM Windows 32 build cn142-20070317 (SR8) or higher

InstallShield
< Back   Next >   Cancel

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Install the GSKit if it is not installed. In this case, the GSKit is installed. Click **Next**.

Accepting the license

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Please read the accompanying license agreement carefully before using the Program. By selecting "Accept" below or using the Program, you agree to accept the terms of this agreement. If you select "Decline", installation will not be completed and you will not be able to use the Program.

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[Accept]   [Decline]

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Selecting the support agents

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

Select Features
Select the features setup will install.

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Select the features you want to install, and deselect the features you do not want to install.

- ☐ Tivoli Enterprise Monitoring Agents
- ☑ Tivoli Enterprise Monitoring Server
  - ☑ Business Service Manager Common Agent Support
- ☑ Tivoli Enterprise Portal Server
  - ☑ Business Service Manager Common Agent Support
- ☑ Tivoli Enterprise Portal Desktop Client
  - ☑ Business Service Manager Common Agent Support
- ☐ IBM Eclipse Help Server

Description
Latest Application
Driver r982431c V420
size 000013232 built
2008/08/29 21:56

400.00 KB of space required on the C drive
31910576.00 KB of space available on the C drive

InstallShield

< Back   Next >   Cancel

6   Installing the agent support on Windows   © 2010 IBM Corporation

Select the check boxes for the support agents that you want to install. In this example, you select the Business Service Manager Common Agent Support for Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal Desktop Client. Click **Next**.

Installing the agent support on Windows
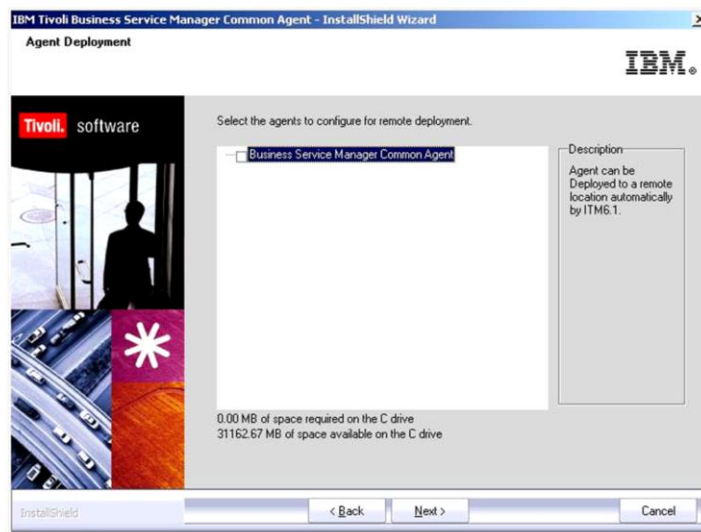
Do not select the check box to deploy the Business Service Manager common agent. This item configures the agent for remote deployment. Click **Next**.

Installation summary
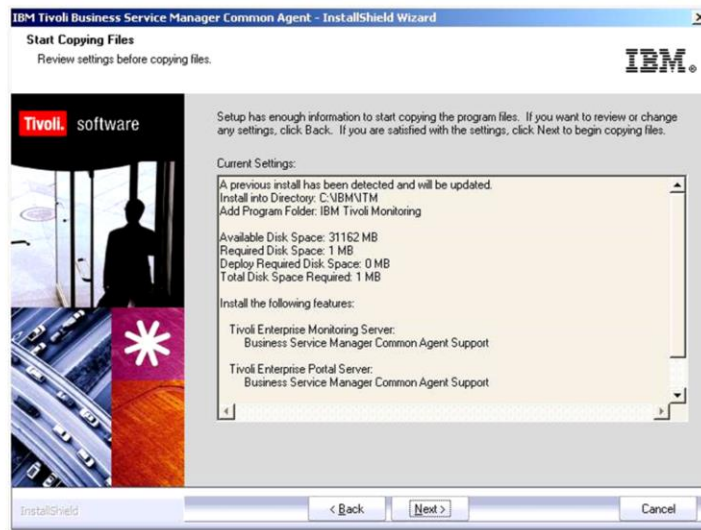
Review the items that you are installing and click **Next**.

Viewing suggested items

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

Setup Type
Select the setup type that best suits your needs.

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In the following screens you will be prompted for the information required to configure the following items. Uncheck the box to delay configuration until after installation is complete. Some configurations items are mandatory (preceded by an *) and cannot be unchecked.

☑ *Configure Tivoli Enterprise Portal.

☑ Install application support files for a Local/Remote Tivoli Enterprise Monitoring Server

☑ Launch Manage Tivoli Monitoring Services for additional configuration options and to start Tivoli Monitoring services

InstallShield   < Back   Next >   Cancel

9   Installing the agent support on Windows   © 2010 IBM Corporation

Review the list of suggested items that you can install. By default, all options are selected. Click **Next**.

Entering the host name

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

TEPS Hostname
Enter requested information

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Host name of the machine where TEP Server resides:

WIN2003ITM61

InstallShield

< Back   Next >   Cancel

10   Installing the agent support on Windows   © 2010 IBM Corporation
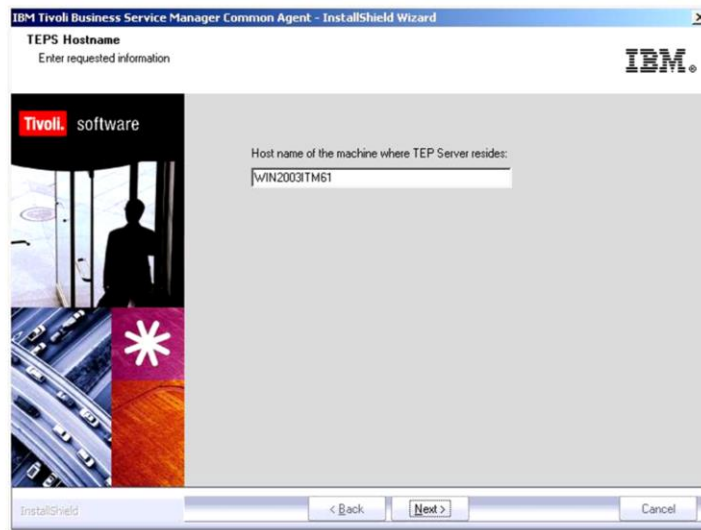
Enter the name of the host machine where the TEP Server will reside. Click **Next**.

Entering the configuration information
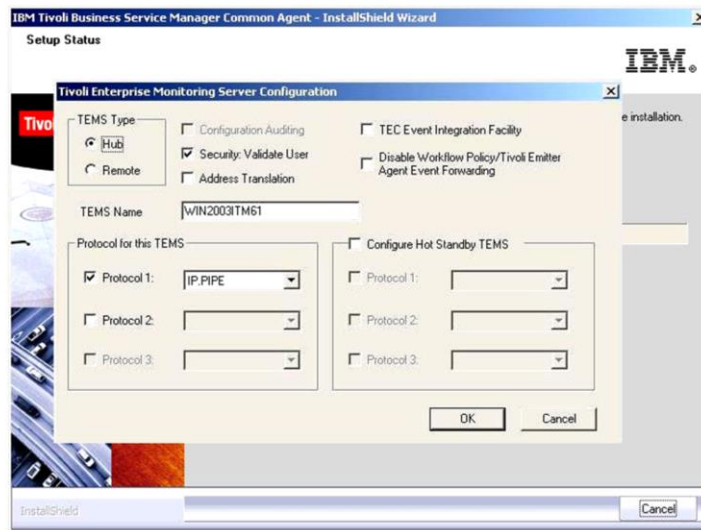
Enter the configuration information. Click **OK**.

Enter **Hostname or IP Address** and **Port number**. Click **OK**.

Confirming the TEMS location

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

Setup Status

IBM Tivoli Business Service Manager Common Agent is configuring your new software installation.

Installing TEMS application support files can take up to 20 minutes, please wait.

Add application support to the TEMS

TEMS Location
- On this computer
- On a different computer

OK
Cancel

The program recognizes that TEMS is on this computer. Click **OK**.

Selecting application support
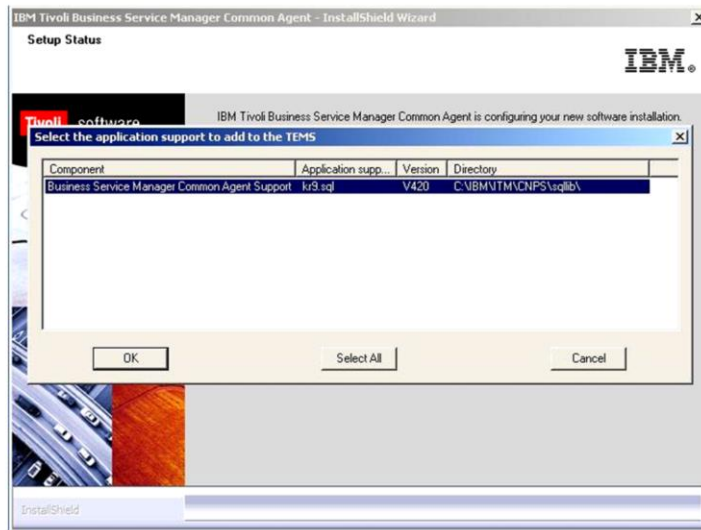
Select the application support to add to the TEMS. The application support and agent support added to the TEMS are sql scripts that create the information in the database for the Tivoli Business Service Manager agent. You can see **kr9.sql** displayed here. Click **OK**.
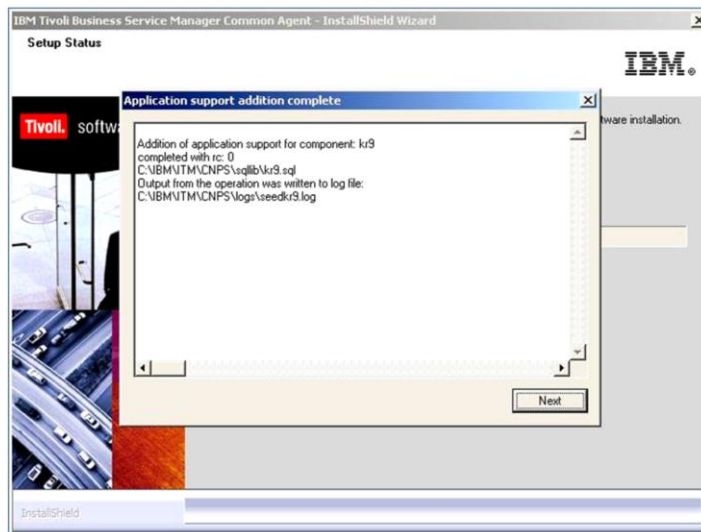
The installation is complete. Click **Next**.

Displaying the README file

IBM Tivoli Business Service Manager Common Agent - InstallShield Wizard

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InstallShield Wizard Complete

Setup is complete. See the Tivoli installation documentation for information on completing configuring your system.

☑ Display the README file.

InstallShield   < Back   Finish   Cancel
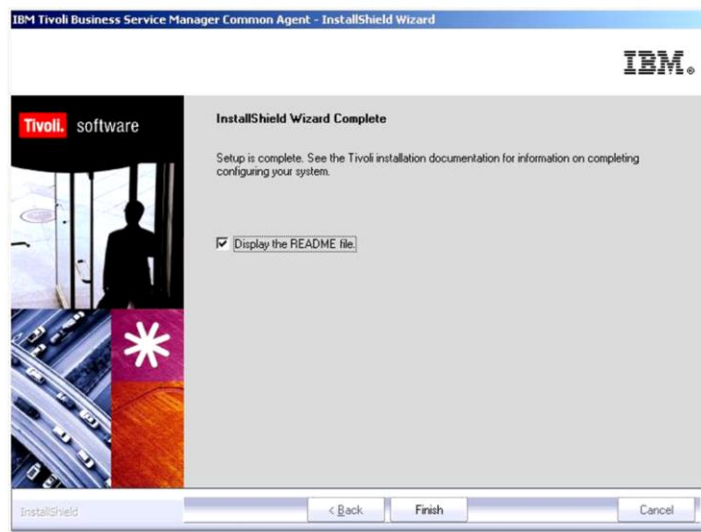
You can select the check box to display the ReadMe file. Click **Finish**.

Summary

Tivoli Business Service Manager agent support is now installed on Windows.

Installing the agent support on Windows © 2010 IBM Corporation

In this module, you learned how to install the Tivoli Business Service Manager agent support on Windows.